



ADR STRATEGIES

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You are receiving this communication as a result of your interest in alternative dispute resolution (ADR).

As my 10th year of sending out these ADR STRATEGIES begins I am reminded of key issues in successful Alternative Dispute Resolution, especially related to the many cases I have recently handled some involving individuals and some involving class action matters:

- **Be prepared:** Research the legal, factual, and sometimes emotional issues.
- **Be courteous** and keep your cool, raising one's voice and using profanity are not signs of power, but of weakness in one's position.
- **Think outside the box:** Sometimes more than money is involved. Get creative in dispute resolution.
- **Be patient:** It took a while for the dispute to arise. Allow time for a resolution to take hold.

Many years ago I received a Ph.D. from the University of Michigan in Communications. Before I went to law school I taught interpersonal relations, group interaction, conflict resolution, intercultural communication courses and served as a jury consultant. I apply the communication issues and solutions I taught, coupled with close to 30 years of legal practice experience to my alternative dispute resolution practice. I am, also, pleased to serve on the Board of Governors of Loyola Law School and to be Managing Director of **CaseXplorer[®] Arbitration[™] (CXA)**, the innovative online arbitration evaluative tool. Feel free to call me to discuss CXA. To find out more information on CXA, click on the following link: [CaseXplorer Arbitration](#).

THINK ABOUT THIS PRIOR TO YOUR NEXT MEDIATION/ARBITRATION

Please contact me to discuss your next mediation. You may call me on my direct line: (310) 552-9800 or e-mail me on my personal e-mail: jkessler@kesslerandkessler.com.

To schedule a mediation with me, please call my Case Manager Angela Tam at (310) 552-9800 and **WE WILL MAKE IT HAPPEN**. I am, also, available on the USDC Mediation Panel and as an Arbitrator or Mediator through the American Arbitration Association Arbitration and Mediation Panels. **PLEASE NOTE MY NEW STREET ADDRESS AND SUITE NUMBER 1880 Century Park East, Suite 1402, Los Angeles, California 90067.**

Please visit my website: www.joanbkessler.com

To change your address or remove your name from my list call me at (310) 552-9800 or just send me an email to jkessler@kesslerandkessler.com.

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